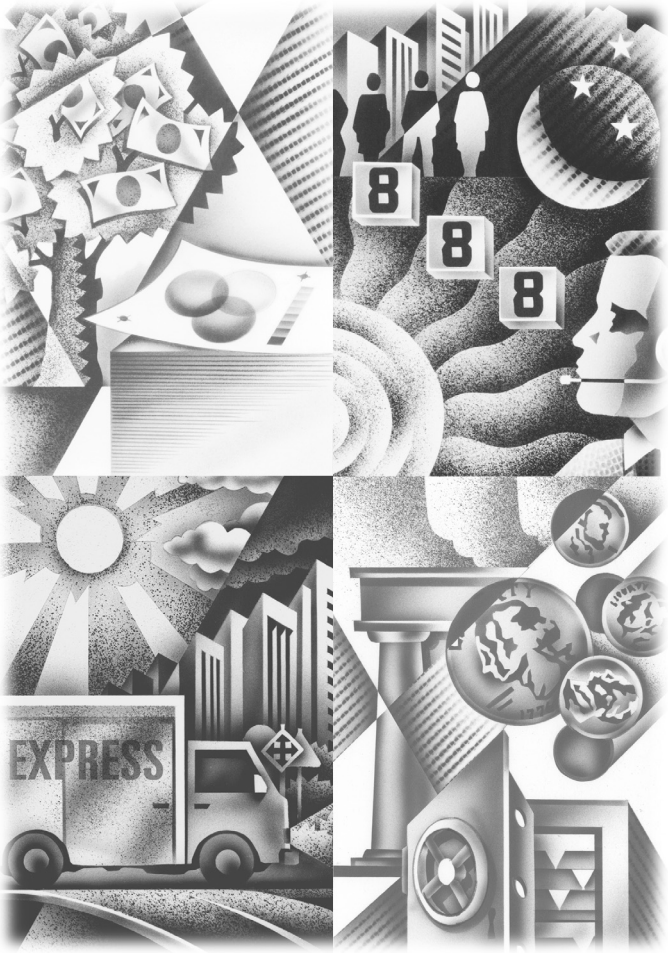
EPSON® *Preferred*℠

Limited Warranty Program for the Epson Stylus® Pro 24- and 44-inch Wide Format Printers



Priority
Technical Support

Toll-Free
Phone Number

Security and
Peace of Mind

On-Site Repair

CPD-28264

Please open this booklet and record your unique Unit ID Number.
You will need it to take full advantage of the Preferred Warranty.

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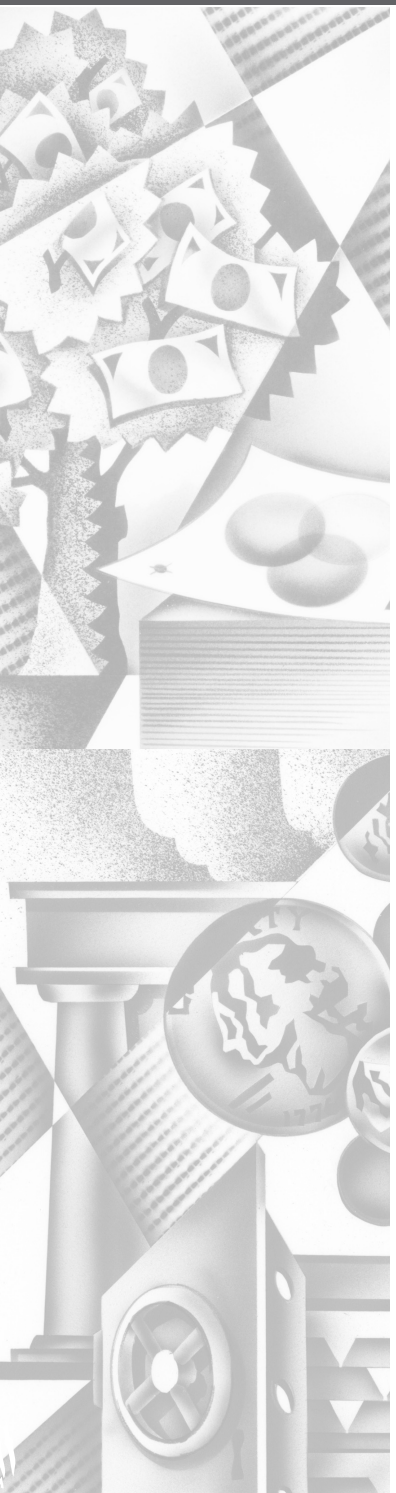


Welcome and Congratulations

Congratulations on your purchase of an Epson Stylus® Pro ink jet printer. Your printer is designed to provide consistent high quality output in the demanding professional graphics environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred℠ Limited Warranty Plan described in this document. This document applies to the following printer model(s) (all configurations): The Epson Stylus Pro 7890 (24-inch wide) and 9890 (44-inch wide) printers.

This one-year limited warranty plan includes priority toll-free technical phone support and on-site hardware service for your printer. Should you have a question or experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number, select the technical support option, and enter your Unit ID Number as described in this booklet. Please have your Serial Number available for the answering technical support specialist. Since it's an exclusive number, your call will be answered promptly.

Please review the information contained in this booklet. You'll find your personal Unit ID Number and the exclusive Epson Preferred toll-free number. You'll need these numbers to take advantage of our Preferred Service. You'll find our complete terms and conditions for this one-year limited warranty at the end of this booklet, under "Terms and Conditions – Limited Warranty for Commercial Products."

Once again, congratulations and welcome to the Epson Preferred Family.

Purchasing Extended Service: the Epson Preferred Plus Service and Support Plan

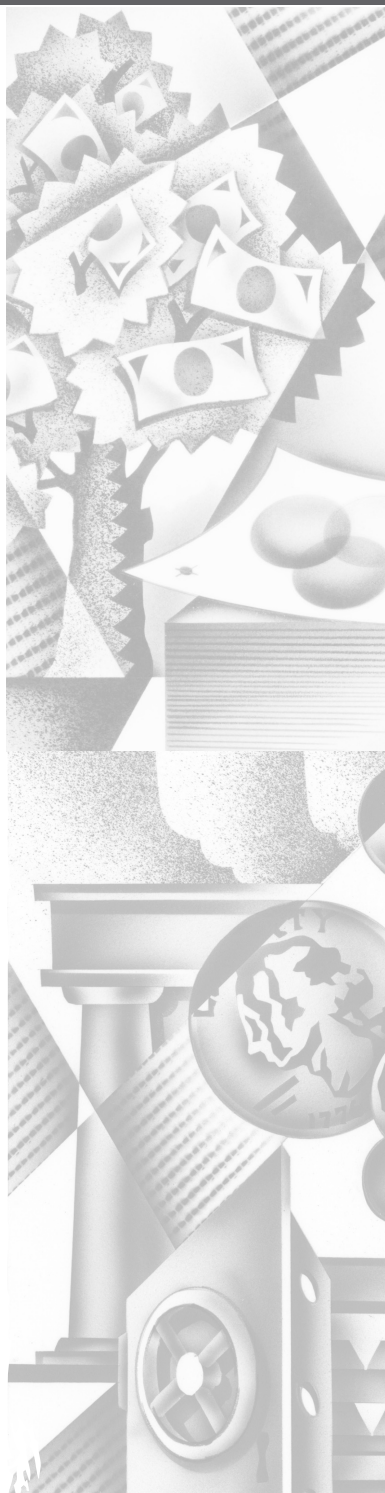
The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to extend that premium level of service through the Epson Preferred Plus Service and Support Plan – Epson's extended service contracts for the Epson Stylus Pro 24- and 44-inch wide format printers. Just purchase the Preferred Plus Service and Support Plan and you'll continue to have the same service and support we provide under the limited warranty, including access to our toll-free priority technical support line and our on-site hardware service.

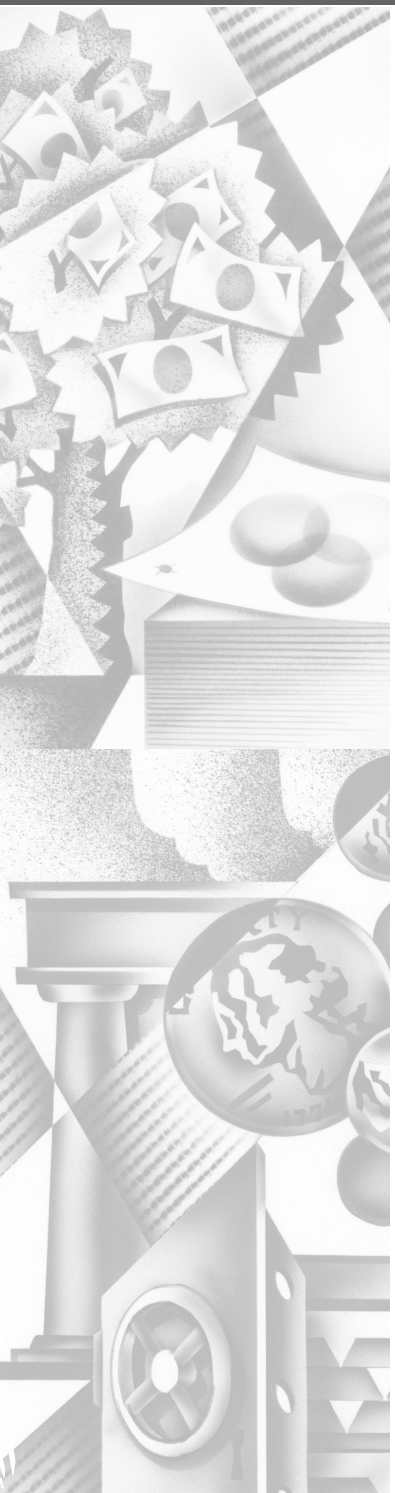
You may purchase a two-year or one-year Preferred Plus Service and Support Plan. The conditions for purchase are stated immediately below.

Two-Year Preferred Plus Option:
This plan is available for purchase only during the one-year limited warranty period. It provides you with two additional years of service after the end of your original warranty, for a total of three years of coverage. No renewal of extended service is available after that time.

One-Year Preferred Plus Option:
This plan is available for purchase during the one-year limited warranty period, and, under certain conditions, after that period.

Purchase During the One-Year Warranty Period
If you purchase our one-year extended service plan during the warranty period, the plan provides you with one additional year of service after the end of your original warranty, for a total of two years of coverage. Epson may at its discretion allow you to renew your extended service for one additional year (for three years of total coverage), subject to the conditions described in the next paragraph. No further renewal of extended service is available after that time.





If you purchased a one-year extended service plan, in order to qualify for a one-year renewal of that service the Total Prints counter on the printer must be at 9000 pages or less. The information on the Total Prints counter can be obtained from the printer Control Panel by pressing the Menu button: **Menu > Printer Status > Total Prints**. Even if the total number of prints on the printer does not exceed the specified 9000 pages, Epson may still at its discretion not allow renewal based on the printer's service and usage history.

Purchase After the One-Year Warranty Period

Epson may at its discretion allow you to purchase our one-year extended service plan after expiration of your printer's original warranty period, subject to the conditions described below. No renewal is available after that one year of extended service.

In order to qualify for purchase of our one-year plan after expiration of the warranty:

- The printer must be no more than two years old based on initial shipment data from Epson's warehouse.
- The Total Prints counter on the printer must be at 9000 pages or less. See above (under "Purchase During the One-Year Warranty Period") for how to check this.
- At your expense, maintenance service (or, if the printer is currently malfunctioning, then a time and material repair) must be performed by an Epson Authorized Customer Care Center, to be sure that the printer is in good working condition and meets Epson's field repair specifications. The one-year Preferred Plus Service and Support Plan must be purchased within 30 days of this service or repair.

You can obtain detailed terms and pricing information, and purchase a one- or two-year Preferred Plus Service and Support Plan, from your participating Epson Stylus Pro dealer or from the Epson Store℠ at **http://www.epson.com**.

For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

Step 1: Have your serial number available:

_____

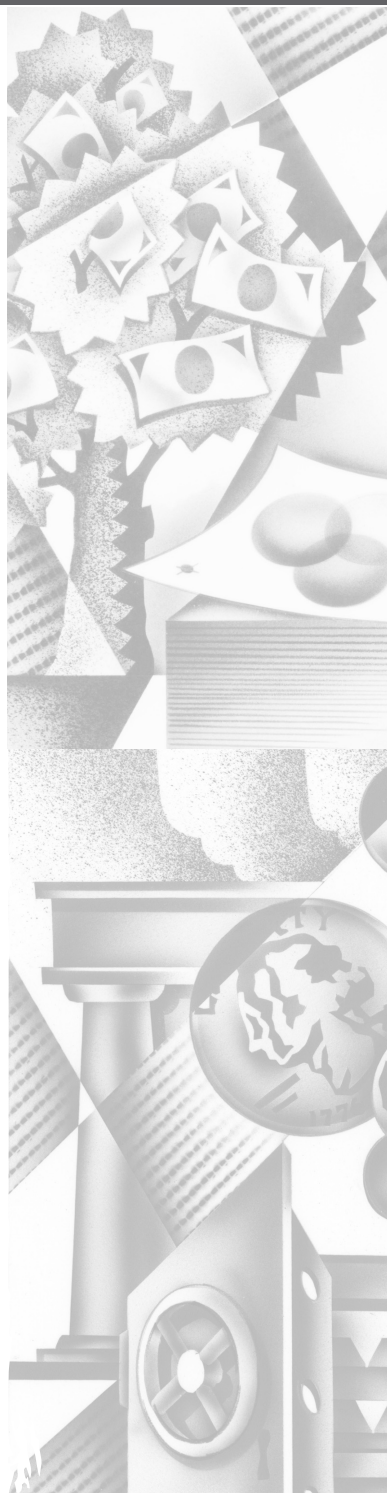
Step 2: Call toll-free 888-377-6611.*

Step 3: Follow the voice prompt instructions.

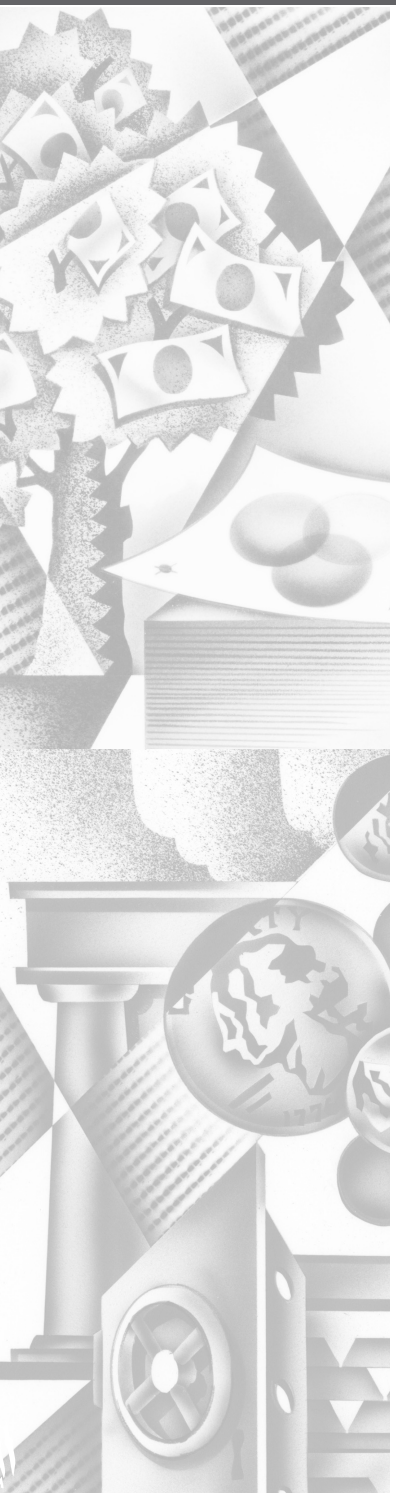
Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday,
6 AM to 6 PM Pacific Time (subject to change)



* If you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line, please call 562-276-1305 during normal business hours so we may resolve the problem. This phone number provides access to the same Epson Preferred Technical Support Staff as the toll-free number.



Terms and Conditions

Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc., ("Epson") warrants to the first end-user customer that the Epson Stylus Pro ink jet printer covered by this limited warranty statement, if purchased and used in the United States or Canada, will conform to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase (proof of purchase required). Epson also warrants that the consumable ink cartridges enclosed with the engine will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the Epson printer.

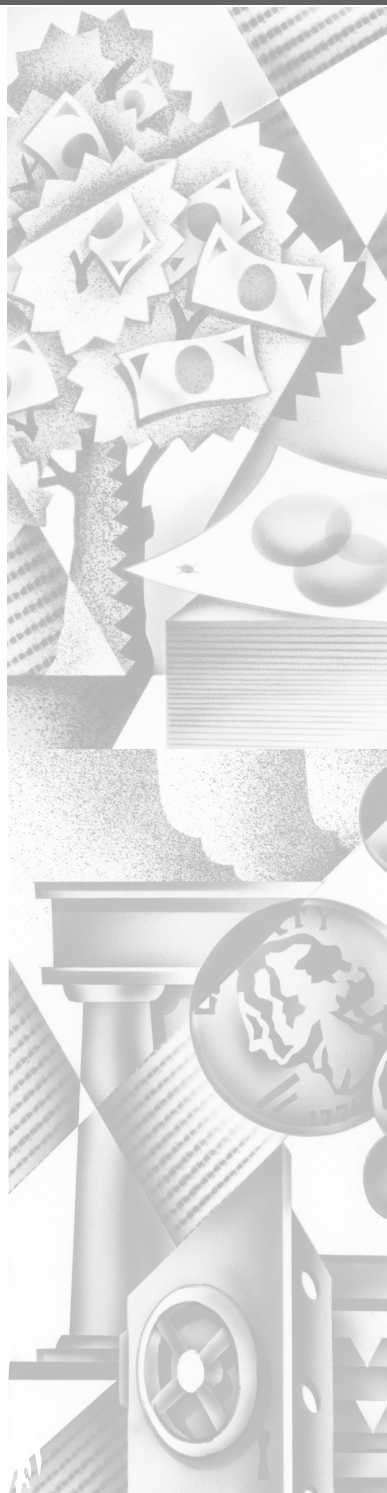
What Epson Will Do To Correct Problems: Should your Epson Stylus Pro ink jet printer prove defective during the limited warranty period, please call the toll-free Epson Preferred support line identified in this booklet. This line will be answered during Epson's regular support hours (currently 6:00 AM to 6:00 PM Pacific Time, Monday through Friday). When you call, please be prepared to provide the service technician with Proof of Purchase information–including the unit serial number and original date of purchase. You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number. An Epson service technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine what parts may be required.

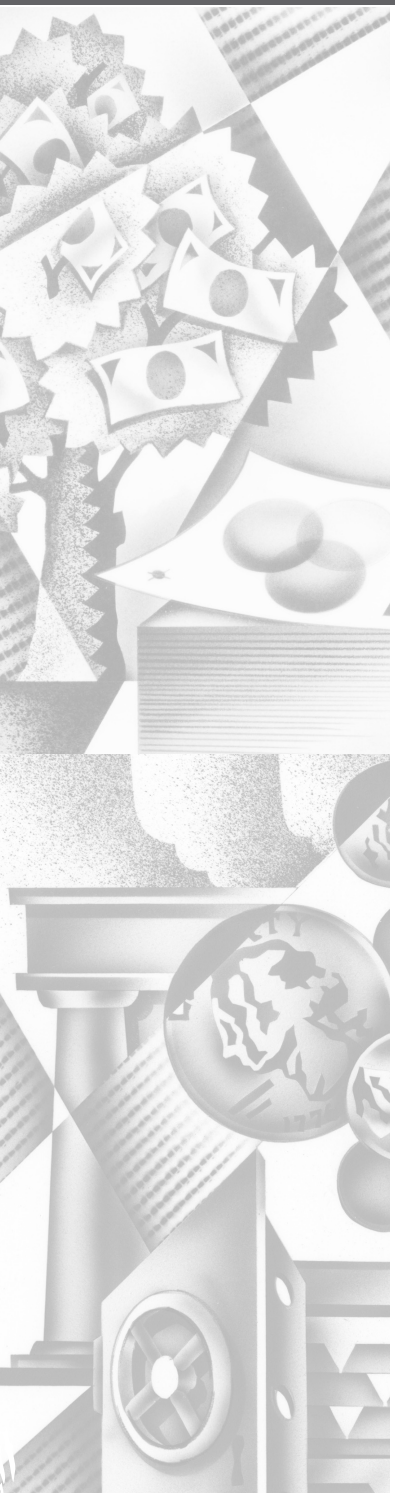
If service is required, the technician will advise you which service program will be utilized (On-Site Response, Printer Exchange, or Depot Repair) and provide detailed instructions for the program. Please see the next page for highlights of the programs. When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. The new items assume the remaining warranty period of the original Product. Parts may be new or remanufactured to Epson standards.

On-Site Response: If the printer needs hardware repair and you are within Epson's on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility. Epson will usually dispatch repair parts and a technician to your location for the next business day if determination that repair is required occurs prior to 1:00 PM Pacific Time. If that determination is made after 1:00 PM, dispatch will usually be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson's shipment of service parts does not imply that replacement is required.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these circumstances, Epson will replace the printer with the same or a comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or cables.) The customer must be able to receive, unpack, and install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual or documentation provided by Epson. The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the then-current manufacturer's suggested retail price for the replacement printer. It is your responsibility to unpack, re-install optional components (interface cards, roll paper spindle, etc.), and set up the exchange printer at your location.

Depot Repair: If your location is outside Epson's on-site service territory, you must ship your printer to an Epson-designated depot for repair. Areas outside the on-site service territory include, for example, U.S. territories and possessions. It is your responsibility to properly prepare the printer for shipping as described in your documentation and securely package it in its original container or equivalent. Epson will repair your printer, usually within seven business days following receipt, and then return it to you. It is your obligation to re-assemble the repaired printer.





What This Warranty Does Not Cover:

This warranty does not cover:

1) Any damage caused by using non-Epson inks or ink cartridges, or any ink delivery system other than the system built into the printer (for example, any bulk ink system), or non-Epson media.

2) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson (for example, dealer or user-added boards, components, or cables).

3) Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.

4) Any damage from service performed by other than an Epson Authorized Servicer.

5) Service when the printer is used outside the U.S. and Canada.

6) Service where the printer label, logo, rating label, or serial number has been removed.

7) Any damage to used, refurbished, or reconditioned products.

8) Any color change or fading of prints, or reimbursement of materials or services required for reprinting.

9) Any damage caused by using improper packaging materials or improper packaging and shipping.

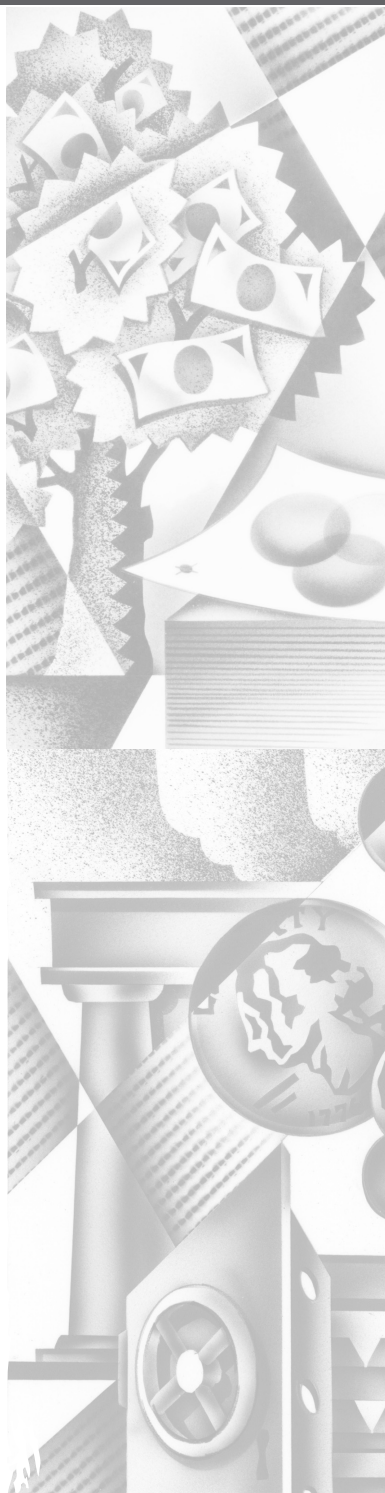
This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.



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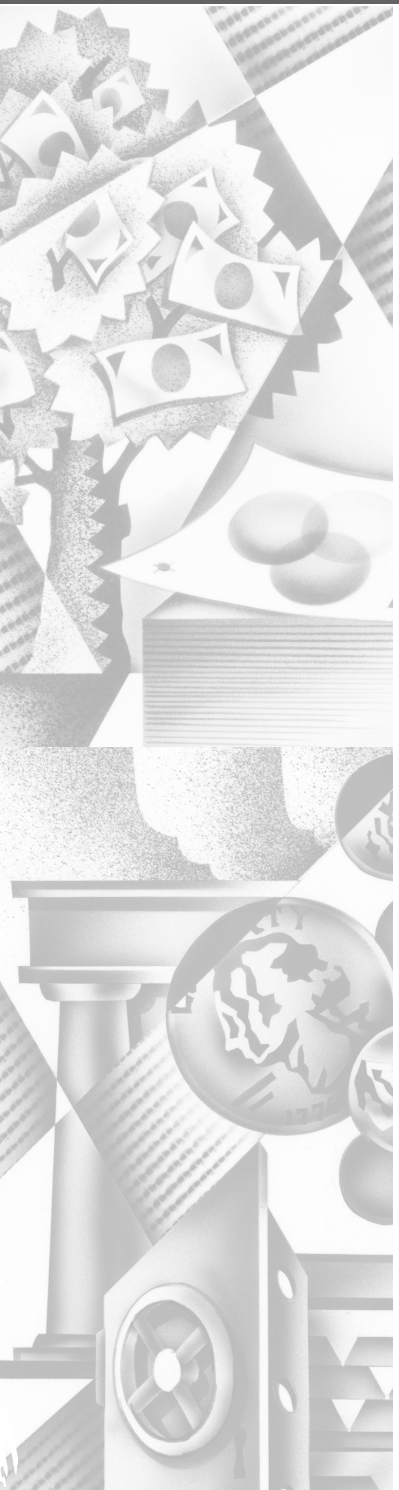

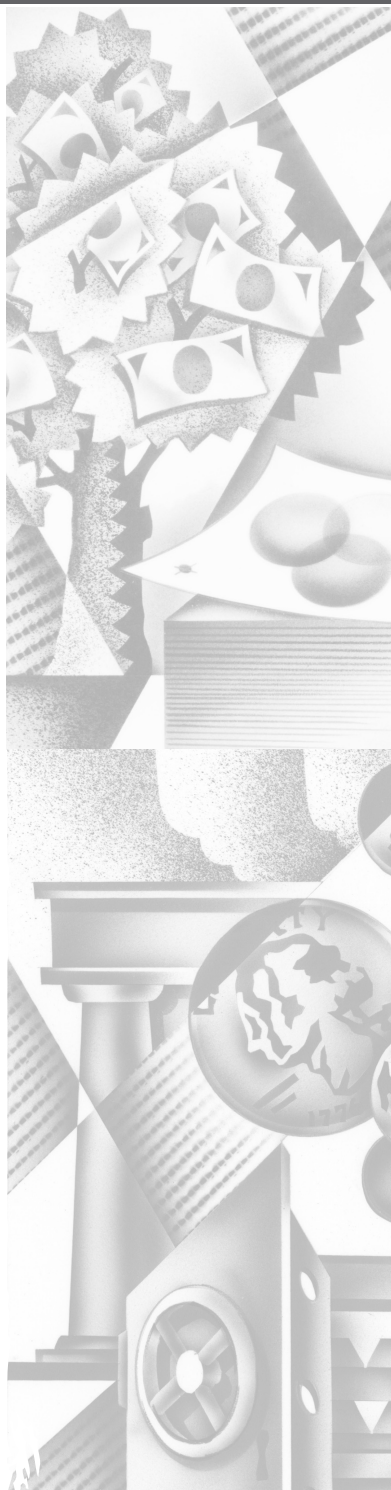

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